Patient Care Services 2010

Entering Our Next Century Of Caring
Disciplines

Nursing | Chaplaincy | Child Life | Medical Interpretation | Occupational Therapy
Physical Therapy | Respiratory Care | Social Work | Speech-Language Pathology

PCS Programs

Cancer Resource Room
Caring Headlines
Center for Global Health
Child Protection
Consultation Team
Clinical Support Services
Haven Program
( Helping Abuse And Violence End Now )
Information Ambassadors
International Patient Center
Ladies Visiting Committee
Retail Shops
MGH CarePages
MGH Quit Smoking Service
Office of Patient Advocacy
Orthotics and Prosthetics
Patient and Family Lodging
PCS Diversity Program
PCS Financial Management Systems
PCS Informatics
PCS Office of Quality & Safety Volunteer Services

The Institute for Patient Care
- Center for Innovations in Care Delivery
- Maxwell & Eleanor Blum Patient and Family Learning Center
- Norman Knight Nursing Center for Clinical & Professional Development
- Yvonne L. Munn Center for Nursing Research
2010 Strategic Goals

Improve the patient, family and employee experience (quality, safety and service)

- Enhance clinician and support staff communication with patients and families
- Improve responsiveness
- Improve cleanliness of hospital
- Reduce patient falls
- Reduce patient-acquired pressure ulcers
- Enhance utilization of evidence-based practice to promote safety

Utilize rapid cycle improvement to enhance operational efficiencies

Embrace diversity
The Mass General Mission

Guided by the needs of our patients and their families, we aim to deliver the very best health care in a safe, compassionate environment; to advance that care through innovative research and education; and to improve the health and well-being of the diverse communities we serve.
2010 proved a significant time of advancing patient care. At the outset, the Patient Care Services Executive Committee built on the momentum of one of the hospital's most successful Joint Commission visits to set ambitious goals for the future and to unveil an ambitious strategic plan focused on quality, safety and service.

The over-arching strategic goal for 2010 was to improve the patient, family and employee experience, and, together, we made great strides. We secured funding to develop and spread innovations in care delivery, evidence-based practice and an ethics residency for nurses. Through our AgeWISE program, we began to educate leadership and staff in hospitals across the country in an effort to bolster our nation’s capacity to care for a rapidly-aging population. We continued to offer the safest and highest quality care possible to every patient and family member—near and far—who turned to us in trust.

Time and time again, the MGH community rose to the challenge at hand…and then set the bar higher. MGH staff were among the first to arrive in Haiti to organize and provide humanitarian aid following a devastating earthquake, while at the same time supporting our Haitian colleagues at the hospital. I couldn’t be more proud than to be a part of this community of caring that knows no bounds.

As we reflect on all that we faced and accomplished in 2010, I hope you share my sense of pride of being a part of something special: an institution founded as an extraordinary experiment in care that has endured some 200 years. Amid an unprecedented climate of sweeping reform, we remain firmly grounded in our values and our mission.

Thank you for your unwavering commitment to the hospital.

Best,

Jeanette Ives Erickson, RN, DNP, FAAN
Senior Vice President for Patient Care and Chief Nurse
“Guided by the needs of our patients and their families...
Ultimately, it is the needs of our patients and families that most influence our work. While MGH listens to the voice of the patient and their family members in a variety of ways, two of the most powerful formal mechanisms for checking in with the patient and family, both quantitatively and qualitatively, evolve around HCAHPS and PFACs.

HCAHPS or Hospital Consumer Assessment of Healthcare Providers and Systems randomly survey patients, collect data and provide a “report card” on patients’ perceptions of care. The first national standard of its kind, HCAHPS has produced the largest comparative healthcare database in the country, encompassing more than 3,500 hospitals.

“Guided by data collected via HCAHPS and other sources, Patient Care leadership and staff have been able to hone in on specific key areas and set goals accordingly,” says Keith Perleberg, RN, MDiv, director, PCS Office of Quality & Safety.

Throughout 2010, PCS implemented a variety of tactics to help advance its strategic plan, including:

- Regular rounding with a scripted, 7-P approach (to assess Person, Plan, Priorities, Personal hygiene, Pain-management, Position, and Presence)
- New training, better tools, and an enhanced service model for unit service associates
- Tent cards and cleaning logs in patients’ rooms to let patients know when their rooms have been cleaned
- Sharing best practices and evidence-based learning to prevent falls and pressure ulcers
- Vigilant attention to quality and safety issues to positively impact clinical outcomes and the patient experience

Based on the HCAHPS data gathered following the implementation of these measures, MGH performed at or above the national and state average for Overall Rating, Recommend Hospital, Nurse Communication, Doctor Communication and Discharge Information.

Data about MGH and similar hospitals provide a valuable objective measure of progress for the Patient Care Services Strategic Plan and have become central to PCS leadership meetings, driving critical planning and decision-making. For example, new falls and pressure ulcer prevention programs were developed—“Let’s Eliminate All Falls” (LEAF) and “Save our Skin” (SOS). Both, in conjunction with hourly safety rounds, have contributed to improvements in MGH’s fall rate, including falls with injury, and hospital acquired pressure ulcers.
Patient Family Advisory Councils or PFACs are grounded in the belief that often the most informed voices on the care team are those of the patient and family. A complement to the HCAHPS survey approach, PFACs provide access to qualitative data—personal stories about the hospital experiences of a representative group of patients and family members.

As one PFAC member stated, “We are patients, survivors and caregivers who want to help the next patient coming through the door. All opinions have value because they come from our own experience.”

Among their many contributions, PFAC participants at Mass General have provided insights into the design of patient care and testing facilities, as well as the development of patient education materials. They continue to serve on key hospital committees and working groups, participate in presentations to physicians, nurses and other clinicians, and contribute to the development of patient- and family-centered care initiatives.

Mass General, along with participating patients and family members, have found it beneficial to operate multiple PFACs representing key service areas: Cancer, Cardiology and Pediatrics. Each brings voice to a specific patient and family experience, environment of care, and/or priority area for the hospital.

Plans are currently underway to form a hospitalwide PFAC that will specifically focus on providing the patient and family perspective around broader, non-service-specific issues and decision making.
This year, members of the MGH Heart Center PFAC participated in the Go Red For Women Luncheon and Educational Forum held at the Westin Copley Place in Boston. Pictured (l. to r.) are: Julie Hennigan, Sharon McKenna, RN, Susan Geary (patient), Lin-Ti Chang, RN, Donna M. Furlong, RN, and Jackie Mulgrew, PT.
“...we aim to deliver the very best health care ...”
Today, core aspects of the clinician-patient relationship are being examined in new ways. One focus involves linking responsiveness to patient outcomes, creating an opportunity, particularly for nurses, to demonstrate the positive influence they have on the patient’s health and well-being.

“As far back as twenty to thirty years ago, communicating with patients about who, what, where, and why was taught as foundational to creating and maintaining good nurse-patient relationships,” says R. Gino Chisari, RN, DNP, director of The Norman Knight Nursing Center for Clinical & Professional Development.

Today, research suggests that more frequent nursing presence at the bedside can have a dramatic effect on reducing the occurrence of complications. In a strategic move specifically designed to help prevent falls and pressure ulcers, we conducted a review of published studies and created a set of guidelines for hourly safety rounds throughout the hospital. Our goal has always been to understand patients’ expectations, anticipate their needs and enhance communication.

Clinicians throughout Patient Care Services were trained to touch upon the following key points (the seven Ps) when checking in with patients:

- **Person** - staff introduction by name and role
- **Plan** - reviewing team plan with patient
- **Priorities** - knowing what the patient wants to accomplish
- **Personal hygiene** - making sure patients have what they need within easy reach and offering assistance to the bathroom
- **Pain** - assessing the patient’s pain using a scale of 0-10
- **Position** - helping patients to change position
- **Presence** - building trust by telling patients when we will return to check on them and that they should call if they need us before that time

Hourly safety rounds were implemented on all inpatient units by the end of 2010, which has led to a general improvement in Responsiveness Scores.
Approximately one in five Americans are individuals with a disability. That number is likely to increase as our population ages. Throughout 2010, Mass General continued to advance its broad efforts to make the hospital as accessible and welcoming as possible for people with disabilities.

This year, the MGH Council on Disabilities, Office of Patient Advocacy and The Norman Knight Nursing Center for Clinical & Professional Development began offering regularly-scheduled educational sessions designed to increase skills and sensitivity around providing the best care for patients with disabilities.

During each hour-long session, Cecilia Gandolfo, cofounder of the Institute for Community Inclusion, based at the University of Massachusetts, provides a range of information about disabilities, including the definition of an individual with a disability, statistics about the prevalence and related health care disparities, as well as information about the Americans with Disabilities Act. She also offers insight into responding to the needs of patients with disabilities. Through videotaped interviews of a variety of individuals with disabilities, she illustrates ways caregivers can work with these individuals to provide the best quality of care.

“While accessibility is required by law through the Americans with Disabilities Act, the goal of the MGH is to go above and beyond compliance and to create a welcoming and inclusive environment for everyone,” says Zary Amirhosseini, disability program manager.
Office of Patient Advocacy director appointed
Robin Lipkis-Orlando, RN, MS, PMHCNS-BC, formerly the nursing director for Inpatient Psychiatry and the Psychiatric Consultation Nursing Service, in 2010 became the new director of the MGH Office of Patient Advocacy (OPA), which now houses the MGH Disabilities Program. OPA serves as a critical liaison between patients and the hospital ensuring that patients’ concerns are addressed and standards of care upheld. Under Lipkis-Orlando’s leadership, OPA will continue to respond to patient inquiries, reports, and accolades, and help patients navigate the system, provide information, and liaise between patients, families and the clinical team.

Disability Program Manager appointed
PCS also welcomed Zary Amirhosseini as the disability program manager. In this newly-created role, Amirhosseini assumed responsibility for guiding initiatives that ensure equal access to MGH by all patients, families, visitors and others. She will coordinate Patient Care Services and hospital-wide disability initiatives; field questions and concerns related to access; meet with patients and families to assist in planning visits to MGH; determine appropriate accommodations for patients, families and visitors; recommend, coordinate, and help implement necessary changes to the hospital’s physical space; respond to any concerns related to access; provide training and education to MGH staff on topics related to disabilities; and act as liaison for community services.
There is no denying that our country’s population is aging... rapidly. And our healthcare system is gearing up to meet the unique needs of these patients and their family members.

One exciting approach within MGH Patient Care Services stems from years of work in geriatrics and palliative care—two relatively new specialties. Geriatrics focuses on the diagnosis, treatment and prevention of disease in older people and the problems specific to aging. Palliative care is both a care philosophy and interdisciplinary care delivery model that focuses on alleviating suffering and enhancing quality of life for individuals with serious illness.

Geropalliative care involves merging the knowledge base from the two specialties to address the unique needs of frail older adults in the last five or so years of life. Care begins with an understanding of what is important and meaningful to an older person. With this as a starting point, care supports the patient and his/her family in a variety of ways that evolve to meet needs over time, such as symptom management, psychological, spiritual, and practical support.

“Nurses embrace this program because it strikes the core mission of nursing—caring in the human health experience,” says Susan Lee, RN, PhD, nurse scientist and AgeWISE project director. “The content of geropalliative care guides nurses in providing care that is aligned with patients’ preferences and values.”

In an effort to meet the geropalliative needs of our rapidly-aging U.S. population, in 2007 nurses in The Yvonne L. Munn Center for Nursing Research at Mass General developed a six-month nurse residency program funded by the Health Resources and Services Administration. The RN Residency is a six-month program that trains nurses in geropalliative care. During its three-year funding period at MGH, more than 100 nurses completed the program, which employs a three-
...to advance that care through innovative research and education...

pronged approach: education, clinical practice, and retention. The RN Residency Program is designed to:

- strengthen the nursing workforce by improving knowledge, skills and competencies in geropalliative care;
- improve the quality of nursing care to older adults and their families; and
- retain both senior and junior nurses.

“Mass General nurses who participated in the RN Residency were extremely appreciative of the opportunity to learn the latest knowledge in geropalliative care,” says Edward Coakley, RN, MSN, MA, MEd, director emeritus for Patient Care Services, “And, their feedback helped us to refine this program for national dissemination.”

This innovative program caught the attention of nursing leaders across the country, including Brenda Cleary, RN, PhD, inaugural director of the Center to Champion Nursing in America, who convened a special committee to accelerate national dissemination of the program. The Center to Champion Nursing in America—a joint effort of AARP, the AARP Foundation and the Robert Wood Johnson Foundation—is dedicated to ensuring that the country is producing highly skilled nurses who can provide accessible, affordable, quality healthcare, now and in the future. And since older adults account for about 50% of all hospitalized patients, it makes sense to share this program with as many nurses as possible.

Throughout the summit, participants received ‘train-the-trainer’ education on numerous geropalliative topics and heard presentations by MGH faculty and guest lecturers. Participants left the program with the tools and information necessary to implement AgeWISE programs in their own institutions. Over the next two years, each site will offer two, six-month residency programs as they receive on-going training from the MGH AgeWISE team through video- and telephone-conferencing and on-site visits. An evaluation of the residency program will be completed in 2012.
“...and to improve the health and well-being of the diverse communities we serve..”
Maine-streaming clinical education

In 2010, the state of Maine and Massachusetts General Hospital launched a new educational collaboration designed to expand the range of health care education programs, materials and opportunities available to providers, patients, families and veterans throughout New England’s northernmost state. Called the James J. Dineen, MD, Maine-MGH Health Education Partnership (MHEP), to honor a long-time MGH primary care physician and Maine native, the initiative is being funded by a generous gift from Peter and Paula Lunder and the Lunder Foundation. “The MGH Health Education Partnership represents an exciting and visionary opportunity to enhance healthcare throughout the state of Maine,” says Jeanette Ives Erickson, RN, DNP, FAAN, senior vice president for Patient Care and chief nurse. “We are thrilled to be a part of this 10-plus year initiative.”

MHEP will offer a wide spectrum of on-site, online, meeting, teleconferencing and multi-media educational opportunities to physicians, nurses and other health care professionals as well as to patients and families. The initiative builds upon the expertise and educational offerings of several established MGH programs—including the MGH Academy, which offers web-based programs, live courses and symposia that focus on identified health care needs, designs educational offerings to address those needs, and then measures the impact of the programs; The Norman Knight Nursing Center for Clinical & Professional Development, which provides opportunities for nurses to advance their knowledge and skills through certification and training courses; and The Maxwell & Eleanor Blum Patient and Family Learning Center, a resource for patients and families seeking accurate and timely information about health and disease.

An important component of the MHEP is the extension of services to Maine veterans and their families through the Red Sox Foundation and Massachusetts General Hospital Home Base Program. This effort, which works in cooperation with the Department of Veterans Affairs, provides clinical care, research, education, family resources and veteran-to-veteran outreach to servicemen and servicewomen who have returned from Iraq and Afghanistan with deployment-related stress disorders and/or traumatic brain injury.

The Dineen Maine-MGH Health Education Partnership will be launched in three phases and be conducted over a (minimum) ten-year period. Phase I will tap into several existing programs that can be presented immediately so that learning can begin even as we conduct an initial needs assessment. Phase II will involve a year-long comprehensive evaluation and assessment of local, regional, and state-wide educational needs that will inform future program design. Phase III, the long-term implementation phase, will involve tailoring educational programs to meet the needs of the large and diverse healthcare system throughout the state. Likewise, a widespread awareness campaign will help inform nurses, physicians, patients, families, and the general public about the initiative and how to access programs from their areas.

For more information, please click on the following links:

Maine-MGH Health Educational Partnership (MHEP)
Overview Information
Mass General Press Release
PCS Milestones ... “It takes a village”

Gil Minor Nursing and Health Professions Scholarship to Advance Diversity
On March 24, 2010, Gil Minor, former CEO of Owens & Minor, met and congratulated the inaugural recipients of the scholarship that bears his name. At a special reception on Founders 3, Minor shook the hands of five very impressive students: Van Abreu, RN, staff nurse in the Post Anesthesia Care Unit; Devona Bailey, patient care associate for the Central Resource Team; Ana Duarte, RN, staff nurse in the Post Anesthesia Care Unit; Franz Edouard, patient care associate in the Blake 12 Neuroscience ICU; and Nida Lam, RN, Ellison 16 Medical Unit.

Click for full article...

New NP Care Model
As health care continues to change and evolve, we’re seeing a shift in the role of the nurse practitioner, once the mainstay of the outpatient setting. Today, nurse practitioners are more knowledgeable, more involved, and in greater demand than at any other time in history. Soon, MGH will welcome a number of new nurse practitioners to the inpatient setting, including Oncology, General Medicine, and certain intensive care units.

Click for full article...

Caring for an Aging Population
Providing geriatric assessment and early recognition of geriatric problems can prevent complications and reduce lengths of stay for hospitalized older adults. Today, older adults comprise the majority of hospitalized patients — they account for 43 percent of the inpatient population at MGH and 30 percent of all visually impaired individuals.

Click for full article...
Hausman Fund
During her two rounds of treatment at MGH, Margareta Hausman made an observation. She noted that her fellow patients were of all races, backgrounds, religions, and socioeconomic levels. But most of her caregivers were white. A person of conscience, interested in social justice, and involved in charitable activities, Hausman began her work with PCS to create the Hausman Fund for Nursing Workforce Diversity.

Click for full article...

MGH Social Work at 105
This year, social work celebrated its 105th anniversary at MGH, the first medical social work program in the country. More than a century later, social workers are a vital part of the care team, helping patients and family members with disabilities, life-threatening diseases, social problems, substance abuse, domestic violence, and much more. Many social workers specialize in a particular patient population or care setting, and in addition to being a resource for patients and families, social workers provide consultation to other healthcare providers, as well.

Click for full article...

P-E-O Model
Approaching care in a holistic manner, MGH occupational therapists help people find ways to perform activities of daily living to the best of their abilities. This is perhaps Occupational Therapy’s most unique contribution to the medical team. Referred to as the P-E-O (Person-Environment-Occupation) model, the approach looks at the person (physical, mental, and emotional capacities), his or her living environment (physical surroundings), and his or her occupations (life roles, habits, and routines).

Click for full article...
Medical Interpretation Campaign
As a hospital that attracts patients and families from around the globe, Mass General relies upon its team of medical interpreters to ensure delivery of the highest possible care. This is no small task. In 2010, MGH Medical Interpretation provided nearly 76 thousand interpretations in face-to-face encounters and via phone and video, and in languages ranging from Amharic to Hindi to Urdu. **Click for full article...**

Hand Hygiene Milestone
On Wednesday, May 12, 2010, the MGH community came together to celebrate the hospital-wide success of sustaining hand-hygiene compliance rates of better than 90% before and after contact for the year 2009 — our first-ever 90/90 year. **Click for full article...**

Clinical Nurse Researcher Forum
On June 4, 2010, the Yvonne L. Munn Center for Nursing Research sponsored a forum for doctorally-prepared nurse researchers working in clinical settings. The forum, held at the Charlestown Navy Yard, drew scores of participants from hospitals and medical centers throughout the northeast. **Click for full article...**
Acute Care Documentation
Mass General and Brigham and Women’s Hospital have launched an Acute Care Documentation Project (ACD) initiative to automate inpatient documentation. The effort uses a sophisticated clinical information system to manage the information currently housed in the familiar green and gray books. The project is well underway with several authoring teams, comprised of content coordinators, information systems builders, and clinical subject matter experts, working together to identify, validate, and establish the content that will become the basis for electronic inpatient documentation. Click for full article...

MGH Volunteer Department
In December, the MGH community celebrated Volunteer Pin Week, a time to recognize the efforts of our many volunteers and honor specific milestones in their careers. Think: ‘Ether Day’ for volunteers. Click for full article...

TEAM USA!
On Thursday, June 3, 2010, The Norman Knight Nursing Center for Clinical & Professional Development and Clinical Support Services hosted a TEAM USA ‘spring cleaning’ event for unit service associates. TEAM USA (Training, Education, Awareness, Making a difference for USAs) is an on-going collaboration that provides tools and support for specific cleaning and service initiatives. Click for full article...
10th Annual Ramadan Observance
On August 24, 2010, in the spirit of unity and community-building, Patient Care Services, Human Resources, and the MGH Muslim community held an Iftar (a breaking of the fast during the Holy month of Ramadan). It was the tenth observance of this important Muslim holiday. Click for full article...

Clinical Ethics Residency for Nurses
In contemporary nursing, care dilemmas, especially at the end of life, require nurses to have specialized knowledge and skills in ethical decision-making. In response to this need, a new program, the Clinical Ethics Residency for Nurses (CERN), was developed. Click for full article...

Evidence-Based Practice
In making crucial decisions about patient-care delivery, it is essential that our practice be evidence-based. The Re-Tooling for Evidence-Based Nursing Practice project is funded by the Division of Nursing of the Bureau of Health Professions, Health Resources and Services Administration. The goal of the project is to infuse a common language and understanding of evidence-based practice (EBP) throughout MGH Nursing. Launched in January, 2010, through The Institute for Patient Care, the EBP project has reached more than 500 MGH nurses through classes, forums, and HealthStream courses. Click for full article...
Celebrating PCS Stars
On Thursday afternoon, October 7, 2010, under the Bulfinch Tent, Patient Care Services held its first annual multi-award presentation ceremony, One Celebration of Many Stars. Hosted by senior vice president for Patient Care, Jeanette Ives Erickson, RN, DNP, FAAN, the event attracted a standing-room-only crowd to see seven prestigious awards presented to 12 deserving employees. Click for full article...

Leading the Way in Respiratory Care
MGH Respiratory Care Services employs more than 85 registered therapists, many of them local and national leaders through their participation in professional associations. MGH respiratory therapists typically provide care to more than 80 patients a day on mechanical ventilators and another 25 with tracheostomy tubes or other artificial airways. Click for full article...

Preventing and Combatting Obesity via PT
The theme of this year's National Physical Therapy Month focused on the importance of physical activity for people of all ages in preventing and combating obesity. This national observance was an opportunity for MGH physical therapists to share their expertise and knowledge of safe and healthy exercise programs and contribute to healthy lifestyles within local communities. Click for full article...
Collaborative Governance Redesign

Collaborative Governance places the decision-making authority, responsibility, and accountability for patient care with the practicing clinician. Since launching the collaborative governance committee structure 13 years ago, much has changed in health care, technology, and the evolving needs of patients and staff. In 2010, PCS redesigned its collaborative governance structure and must continue to evolve to reflect those changes. Click for full article...
2010 Professional Achievements
PROFESSIONAL ACHIEVEMENTS • awards

PATIENT CARE SERVICES
Andrea Bonanno, PT, DPT, GCS, CLT
Physical Therapy
Stephanie M. Macaluso, RN, Excellence in Clinical Practice Award

Sarah Brown, RN
Oncology
Marie C. Petrilli Oncology Nursing Award

Betty Ann Burns-Britton, RN
Oncology
Norman Knight Preceptor of Distinction Award

Susan Davidson, RN
NICU
Brian M. McEachern Extraordinary Care Award

Lue Davis
Clinical Research Center
Anthony Kirvilaitis, Jr., Partnership in Caring Award

Rosanne Karp, RN
Gynecology
Marie C. Petrilli Oncology Nursing Award

Abigail MacDonald, LICSW
Social Work
Stephanie M. Macaluso, RN, Excellence in Clinical Practice Award

Christine McCarthy, RN
MICU
Stephanie M. Macaluso, RN, Excellence in Clinical Practice Award

David Miller, RN
Thoracic Surgery
Stephanie M. Macaluso, RN, Excellence in Clinical Practice Award

Francisco Pizarro
Central Resource Team
Anthony Kirvilaitis, Jr., Partnership in Caring Award

Erin Salisbury, RN
Orthopaedics
Jean M. Nardini, RN, Nurse of Distinction Award

Doris Veshi
Oncology
Norman Knight Clinical Support Excellence Award

MGH
Sheila Arsenault, RN
Adult Medicine, MGH Chelsea Health Center
Donna Marie Grenier Award for Nursing Excellence

Todd Hultman, PhD, ACNP, ACHPN
Palliative Care Service
MGH Internal Medicine Residency Program Nursing Appreciation Award

John Slattery, RN, CS
Psychiatry
Susan M. Dasilva, RN, Award of Distinction for Excellence in Psychiatric Nursing Care

Barbara Roberge, PhD, GNP
Geriatric Medicine Unit
Portrait in Primary Care Award, MGH Stoeckle Center

Christopher Shaw, RN
Infectious Disease
Excellence in Action Award

Denise Young, RN, MS
Clinical Nursing Services
Safety in Action Award, MGH Center for Quality and Safety

STATE & REGIONAL
Constance Dahlin, ANP, BC, FAAN
Palliative Care Service
MGH Institute of Health Professions Bette Harris Distinguished Alumni Award

Deborah D’Avolio, PhD, APRN-BC
The Yvonne L. Munn Center for Nursing Research
Nursing Spectrum Excellence Award for Education, New England Region

Theresa Gallivan, RN, MS
Orthopaedics
Mary A. Manning Nurse Mentoring Award, Massachusetts Association of Registered Nurses

Jeanette Ives Erickson, RN, DNP, FAAN
Patient Care Services
Chancellor’s Award for Longstanding Community Commitment and Service, UMASS Boston

Rabbi Ben Lanckton
MGH Chaplaincy
Rabbinic Leadership Award, The Jewish Theological Seminary

Deanne Munroe, JD, MS, APN-BC
Emergency Department
Hero in the Field Award, Mass Medical Law Report

Carmen Vega-Barachowitz, MS, CCC-SLP
Speech, Language and Swallowing Disorders
Champions in Health Care Award for Community Outreach, Boston Business Journal

Deborah Washington, RN, PhD(c)
Diversity
Liberating Vision Award, Greater Boston Chapter, National Council of Negro Women

Trisha Zeytoonjan, RN, MSN
Emergency Department
Champions in Health Care Award for Community Outreach, Boston Business Journal

NATIONAL
Gaurdia Banister, RN, PhD
The Institute for Patient Care Nursing Spectrum Excellence Award for Management

Lin-Ti Chang, MSN, ANP-BC, CCRN, NP
Administration and Support Services
Award for 20 Years of Certification as a CCRN, American Association of Critical Care Nurses
**NURSE SCIENTIST ADVANCEMENT MODEL**

The MGH Nurse Scientist Advancement Model was launched in 2007 to provide doctorally-prepared nurses with protected time to advance their research agenda. Administered by The Yvonne L. Munn Center for Nursing Research, the model delineates three levels of nursing research expertise: associate nurse scientist, nurse scientist and senior nurse scientist, and is highly adaptable to meet the needs of each clinician or researcher.

**2010 ADVANCEMENTS**

**ASSOCIATE NURSE SCIENTIST**

- Mary Jane Costa, RN, PhD
- Jacqueline Somerville, RN, PhD

**NURSE SCIENTIST**

- Virginia Capasso, ANP-BC, PhD
- Amanda Coakley, RN, PhD
- Barbara Roberge, RN, PhD
- Patricia Arcari, RN, PhD
- Ellen Robinson, RN, PhD
- Donna Perry, RN, PhD
- Paul Arnstein, RN, PhD
- Deborah D’Avolio, APRN-BC, PhD

Patient Care Services staff listed in bold.
PROFESSIONAL ACHIEVEMENTS • presentations

STATE AND REGIONAL
Mary Amatangelo, RN, MS, ACNP-BC, CCRN
Acute Stroke Management
Common Vascular Risk Factors, MGH Vascular Conference, Boston, MA
Stroke Care Today
North Shore Medical Center Stroke Support Group, Salem, MA
Neuro Assessment
Boston College School of Nursing, Chestnut Hill, MA
Beyond tPA: Stroke Risk and Prevention
Massachusetts SCORE (Stroke Collaborative Reaching for Excellence), Marlboro, MA
Stroke Care Beyond the Hospital
Anne Martel Leveille Neuroscience Nursing Seminar, Providence, RI
Ischemic Stroke Management: Applying What We Know
27th Annual Brain Injury & Stroke Conference, Manchester, NH
Stroke Risk and Prevention: Information for Your Patients, Your Family, Yourself!
17th Annual Northeast Regional NP Conference, Manchester, NH
Stroke Prevention
Southern NH Medical Center Community Medical School, Nashua, NH
Stroke Risk and Prevention: Information for Your Patients, Your Family, Yourself!
17th Annual Northeast Regional Nurse Practitioner Conference, Manchester, NH
Paul Arnstein, RN, PhD, FAAN
Managing Pain, Strategies for Success
Adjuvant Pain Therapies
Annual Meeting, Massachusetts Society of Perianesthesia Nurses, Worcester, MA
Gaurdia Banister, RN, PhD
Transforming the Future of Professional Development
New England Organization of Nurse Educators, Burlington, MA
Julie Berrett-Abebe, LICSW
Mary Susan Convery, LICSW
Corinne Holbrook, LICSW
Jocelyn Walls, LICSW
Living with Uncertainty: Strategies for the Client and Clinician
Biennial Symposium, Massachusetts Chapter, National Association of Social Workers, Framingham, MA
Barbara Blakeney, RN, MS
Keep Your Knees Bent
New England Chapter, Infusion Nurses Association Meeting, Burlington, MA
Innovation in Practice
Society of Otorhinolaryngology and Head and Neck Nursing, Boston, MA
Martin Boehm, PT, DPT, OCS, MTC, CSCS
Common Musculoskeletal Issues for the Primary Care Provider: Evaluation of Low Back Pain
Harvard Medical School Department of Continuing Education and Brigham & Women’s Hospital Meeting, Foxborough, MA
Andrea Bonanno, PT, DPT, GCS, CLT
Diane Heisilein, PT, DPT, MS, OCS
Cancer Rehabilitation Across the Continuum of Care – What is the Role of Physical Therapy
Annual Conference, Massachusetts Chapter, American Physical Therapy Association, Danvers, MA
Carol Brown, RN, NP
Basic Interpretation of 12 Lead Electrocardiograms
Advanced Interpretation of 12 Lead Electrocardiograms
McConnell School of Nursing, Boston College, Newton, MA
Common Arrhythmias and 12 Lead Electrocardiogram Interpretation
University of Massachusetts, Boston, MA
Gae Burchill, MHA, OTR/L, CHT
Gae Burchill, MHA, OTR/L, CHT
Suzanne Curley, MS, OTR/L, CHT
Anatomy of the Flexor and Extensor Tendons
Tufts University, Medford, MA
Splinting Extensor and Flexor Tendon Injuries
Splinting for Flexor and Extensor Tendons
School of Occupational Therapy, Tufts University, Medford, MA
Diane Carroll, RN, PhD, FAAN
Fall Prevention in Hospitals: Fall TIPS (Translating Interventions for Patient Safety) Toolkit
Doctoral Round Table, University of Massachusetts, Worcester, MA
Nursing Research in a Clinical Setting: Infrastructure and Implementation
22nd Annual Scientific Sessions, Celebrating Diversity in Nursing Science, Providence, RI
Janet Callahan, PT, MS, NCS
Kristin Parlman, PT, KDPT, NCS
Alison Squadrito, PT, DPT, GCS
Physical Therapy Management of Patients with Vestibular Dysfunction
Annual Conference, Massachusetts Chapter, American Physical Therapy Association, Boston, MA
Virginia Capasso, PhD, ANP-BC
Evidence-Based Wound Care for Leg Ulcers: What Really Works
Harvard Medical School Vascular and Endovascular Surgery Conference, Boston, MA
Daniel Chipman, BS, RRT
High Frequency Oscillation and Percussion
2010 Harvard Trauma and Critical Care Symposium, Boston, MA
Lucia Coale, MSW, LICSW
Eric Richman, LICSW
James Rodriguez, PhD
Doris Tripp-MacPherson, LICSW
Substance Abuse and Dependency: Ethical Issues and Practical Solutions
Region 1 Forum, New England Organ Bank, Waltham, MA
Diane Carroll, RN, PhD, FAAN
Fall Prevention in Hospitals: Fall TIPS (Translating Interventions for Patient Safety) Toolkit
Doctoral Round Table, University of Massachusetts, Worcester, MA
Nursing Research in a Clinical Setting: Infrastructure and Implementation
22nd Annual Scientific Sessions, Celebrating Diversity in Nursing Science, Providence, RI
Janet Callahan, PT, MS, NCS
Kristin Parlman, PT, KDPT, NCS
Alison Squadrito, PT, DPT, GCS
Physical Therapy Management of Patients with Vestibular Dysfunction
Annual Conference, Massachusetts Chapter, American Physical Therapy Association, Boston, MA
Virginia Capasso, PhD, ANP-BC
Evidence-Based Wound Care for Leg Ulcers: What Really Works
Harvard Medical School Vascular and Endovascular Surgery Conference, Boston, MA
Daniel Chipman, BS, RRT
High Frequency Oscillation and Percussion
2010 Harvard Trauma and Critical Care Symposium, Boston, MA
Lucia Coale, MSW, LICSW
Eric Richman, LICSW
James Rodriguez, PhD
Doris Tripp-MacPherson, LICSW
Substance Abuse and Dependency: Ethical Issues and Practical Solutions
Region 1 Forum, New England Organ Bank, Waltham, MA
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Fall Prevention in Hospitals: Fall TIPS (Translating Interventions for Patient Safety) Toolkit
Doctoral Round Table, University of Massachusetts, Worcester, MA
Nursing Research in a Clinical Setting: Infrastructure and Implementation
22nd Annual Scientific Sessions, Celebrating Diversity in Nursing Science, Providence, RI
Patricia Connors, RNC, MS, WHNP
Priorities: Patient Care or Documentation
Annual Conference, Massachusetts Chapter, Association of Women’s Health, Obstetrical and Neonatal Nurses, Woburn, MA

Suzanne Curley, MS, OTR/L, CHT
Extensor Tendons: Injury and Management
Tufts University, Medford, MA

Suzanne Curley, MS, OTR/L, CHT
Leslie McLaughlin, MS, OTR/L
Management of the Burn Patient
Spaulding Network Outpatient OT’s, Boston, MA

Constance Dahlin, APRN, BC, FAAN
Through the Looking Glass: APN Billing and Reimbursement
Annual Assembly Preconference, American Academy of Hospice and Palliative Medicine and Hospice and Palliative Nurses Association, Boston, MA

Preventive Ethics
What is Palliative Care: The National Consensus Project and the National Quality Forum
Maine Medical Conference, Freeport, ME

Constance Dahlin, APRN, BC, FAAN
Techniques and Technologies for Obtaining PICC Outcomes
Annual Assembly Preconference, American Academy of Hospice and Palliative Medicine and Hospice and Palliative Nurses Association, Boston, MA

Ellen Fern, RN, BSN
Deb Palmer, RN, MSN
Janet King, RN, BSN, CCRN
Take a Step to Expand Your Nursing Knowledge of Esophageal Motility
37th Annual Course, Society of Gastroenterology Nurses and Associates, Orlando, FL

Brian French, RN, PhD(c)
Edward Coakley, RN, MSN, MEd
Palliative Care Planning for the Chronically Ill
Practical Aspects of Palliative Medicine, Boston, MA

Vicki Jackson, MD
Todd Hultman, NP
Todd Rinehart, MSW, LICSW
Working with Families in Crisis: A Strength-Based Approach
American Academy of Hospice and Palliative Medicine & Hospice and Palliative Nurses Association, Boston, MA

Constance Dahlin, APRN, BC, FAAN
Erika Wilson, MD
Caring for Dying Patients at Home
Practical Aspects of Palliative Medicine, Boston, MA

Deborah D’Avolio, PhD, APRN-BC
A Study of the Impact of a Structured Geriatric Program on a Medical Unit
Eastern Nursing Research Society, Providence, RI

Kristina Dunlea, PT, DPT
Preventing Home Injuries: Medical and Physical Therapy Advice
Sharon Adult Center & Council on Aging, Sharon, MA
Foxboro Council on Aging, Foxborough, MA

Bridge Françoise, APN
Todd Rinehart, MSW
Esther Luo, MD
East Meets West: Negotiating the Care of a Young Chinese-American Man with Metastatic Gastric Cancer
Harvard Medical School Center for Palliative Care Faculty Seminar, Dana-Farber Cancer Institute, Boston, MA

Arme Gallanaro, RN, BSN, CCM
Pay for Performance
Philippine Nurses Association, Boston, MA

Mary Guy, RN
ICD Device Clinic
Patient ICD Education Day, Boston, MA

Carol Harmon Mahony, MS, OTR/L, CHT
Fracture Management
Wrist Injuries
Upper Extremity Rehabilitation, Tufts University, Medford, MA

Joanna Hollywood, MS, OTR/L, CHT
Splinting Lecture and Lab
Tufts University, Boston, MA

Patient Care Services staff listed in bold.
PROFESSIONAL ACHIEVEMENTS • presentations

Susan Lee, RN, PhD
A Concept Synthesis of Geropalliative Care
Eastern Nursing Research Society, Providence, RI

Susan Lee, RN, PhD
Constance Dahlin, APRN, BC, FAAN
Penny Ford-Carlton, RN MS MPA MSc
RN Residency in Geriatrics and Palliative Care
American Academy of Hospice and Palliative Medicine and Hospice and Palliative Nurses Association, Boston, MA

Barbara Levin, RN
Communicating for a Safer Environment
Getting Tangled in Charlotte’s Web: A Case Study
Advance Magazine Fair, Burlington, MA

Colleen Lowe, MPH, OTR/L, CHT
Sensation and Sensibility
Boston School for Occupational Therapy, Tufts University, Medford, MA

Patricia Lowry, MS, APRN, BC
Diagnosis and Management of Hypertrophic Cardiomyopathy
Northeast Regional Nurse Practitioner Conference, Manchester, NH

Abigail MacDonald, LICSW
Moral Doubts About a Guardian
Harvard Ethics Consortium, Harvard Medical School, Boston, MA

Caitlin Merrill, RN, MSN, FNP
Psychosocial Aspects of Palliative Care
Boston College, Chestnut Hill, MA

Peter Moran, RN, BC, BSN, MS, CCM
Panel Member: Healthcare Reform and Its Impact
Healthcare Reform: It’s Impact on Communities of Color, Challenges and Solutions
The New England Regional Black Nurses Association, Boston, MA

Barbara Moscovich, MSW, LICSW
Understanding the Psychosocial Dramas Surrounding Alzheimer’s Patients: Strategies for Families and Other Care Givers
AGING: Treatment Perspectives and Challenges from Mid-Life Forward Conference, Department of Psychiatry, Cambridge Health Alliance Physicians Organization, Cambridge, MA

Matthew Nippins, PT, DPT, CCS
The Cardiopulmonary Physical Therapist as a Career Choice
Northeastern University Physical Therapy Club, Boston, MA

David Nolan, PT, DPT, MS, OCS, CSCS
Getting the Injured Runner Back on the Road
Annual Conference, Massachusetts Chapter, American Physical Therapy Association, Danvers, MA

Beth-Ann Norton, RN, MS, ANP-BC
Care of the Patient with Inflammatory Bowel Disease: A Nursing Perspective
The New England Society of Gastroenterology Nurses and Associates, Burlington, MA

Helping Members Manage Their Inflammatory Bowel Disease
Harvard Pilgrim Health Care, Wellesley, MA

Gayle Olson, MS, ATC, PES
James Zachazewski, PT, DPT, ATC, SCS
Injury Prevention in Young Athletes
Bourne Middle School, Bourne, MA

Laura Sumner, ANP-BC, MSN, MEd, MBA, ONC
Closing the Loop on Medication Safety Trends in Clinical Informatics: A Nursing Perspective Conference, Waltham, MA

Kristin Parlman, PT, DPT, NCS
Neurologic Practice Essentials: Clinical Decision-Making as a Foundation for Expert Practice
Neurology Section Regional Course, American Physical Therapy Association, Boston, MA

Kathleen Stakes, RN, MSN, CPON
Proton Beam Radiation
Boston Association of Pediatric Oncology Nurses, Boston, MA

Lecture on Side Effects and Toxicities of Chemotherapeutic Agents in Children
Pediatric Chemotherapy and Biotherapy Provider Course, Association of Pediatric Hematology Oncology Nurses
Amanda Stefancyk, RN, MSN, MBA
From Good Care to Great Care: Nurses on the Front Line
2nd Annual Christine Cameron Symposium on Evidence-Based Practice and Quality Care Woburn, MA

Elise Townsend, PT, DPT, PhD, PCS
Physical Therapy Management of Children and Young Adults with Muscular Dystrophy
Hasbro Children’s Hospital, Providence, RI

Ellen Tulchinsky, PT, MSPT
Autonomic Dysfunction and Fitness in HIV Infected Adults
Annual Conference, American Physical Therapy Association, Danvers, MA

Rosalie Tyrrell, RN, MS
Understanding and Leading a Multigenerational Workforce
South Shore Hospital, Weymouth, MA

Lin Wu, RN, MMH
The Quality of Healthcare for Asian Americans
Medically Induced Trauma Support Services Group, Roxbury Community College, Roxbury, MA

James Zachazewski, PT, DPT, ATC, SCS
Management of Sports Injuries – What the Youth League Coach Needs to Know
Norfolk Youth Lacrosse Association, Norfolk, MA
Melford Youth Lacrosse Association, Melford, MA

NATIONAL

Mary Amatangelo, RN, MS, ACNP-BC, CCRN
Beyond tPA-Raising the Bar in Stroke Management
American Association of Neuroscience Nurses, Baltimore, MD

Maura Ament, PT, DPT, NCS
Lillian Dayan Cimadoro, PT, DPT, MS, NCS, CLT-LANA
Robert Dorman, PT, DPT, GCS
Early Mobility in Acute Care: What Are We Doing and How Do We Know
Annual Conference, American Physical Therapy Association, Boston, MA

Paul Arnstein, RN, PhD, FAAN
The Pain Paradox: Providing Effective Relief While Mitigating Risk
American Academy of Pain Medicine, San Antonio, TX

Geriatric Pain Management
Gain-Control Theory of Pain
Conference of the American Society for Pain Management Nursing, Minneapolis, MN
Challenges in Managing Pain While Mitigating Risk
29th Annual Scientific Meeting, American Pain Society, Baltimore, MD

Julie Berrett-Abebe, MSW, LICSW
Amy Corveleyn, MSW, LICSW
Multidisciplinary Approach to Bereavement Services in Breast Oncology
American Psychosocial Oncology Society Conference, New Orleans, LA

Barbara Blakeney, RN, MS
Change is Great. You Go First.
Tau Kappa Chapter, Sigma Theta Tau, Excelsior College, Albany, NY

Rachel Bolton, RN, CPON
Proton Radiation Therapy: The Treatment with Bragging Rights
34th Annual Conference, Association of Pediatric Hematology/Oncology Nurses, Minneapolis, MN

Robert Dorman, PT, DPT, GCS
Staying on Your Feet – How to Keep Your Balance and Prevent Falls
Annual Conference, American Physical Therapy Association, Boston, MA

Ellen Fern, RN, BSN
Deb Palmer, RN, MSN, CGRN
Janet King, RN, BSN, CGRN
Take a Step to Expand Your Nursing Knowledge of Esophageal Motility
37th Annual Course, Society of Gastroenterology Nurses and Associates, Orlando, FL

Susan Gage, BSN, RN-BC
Susan Gordon, ACNP-BC
What’s Wrong with Mother? Delirium in the Hospitalized Older Adult-Nursing Aspects and Case Study: The Changing Faces of Acute Care
Annual Conference, National Gerontological Nurses Association, Palm Springs, CA

Gail Gall, APRN-BC, PhD
ABCs of Collaboration in School Mental Health
15th Annual Conference on Advancing School Mental Health, Center for School Mental Health, University of Maryland, Baltimore, Albuquerque, NM

Webinar: Monitoring Youth Behavior
Risks in the US: Using CDC Youth Risk Behavior Survey Data
Hope Nurses Conference Series, HIV Online Provider Education Program

Jane Harker, RN, MS, BSN, CCRN
The ABCs of Endoscopic Retrograde Cholangiopancreatography
37th Annual Course, Society of Gastroenterology Nurses and Associates, Orlando, FL

Dean Hess, PhD, RRT, FAARC, FCCP, FCCM
Mechanical Ventilation of the Patient with Neuromuscular Disease
Society of Critical Care Medicine, Miami, FL

Anatomy of the Ventilator
Noninvasive Ventilation
University of Southern California, 48th Annual USC Well Symposium on Critical Care and Emergency Medicine, Palm Springs, CA

Management of the Ventilator
Discontinuation Process
Conventional Ventilation of the Patient with ARDS
High-Frequency Oscillatory Ventilation Should Be Part of Your Institution’s Armamentarium for Managing Severe ARDS – Con
The Top 5 Original Research Papers Published in Respiratory Care in 2010
The Role of the Respiratory Therapist in the Management of Asthma
American Association for Respiratory Care, 56th International Respiratory Congress, Las Vegas, NV

Patient Care Services staff listed in bold.
Lauren Healey, PT, MSPT, CCS
Further Evidence of the Clinical Utility of the Supine-to-Stand Test in Heart Failure
Combined Sections Meeting, American Physical Therapy Association, San Diego, CA

A Comprehensive Course on Cardiovascular and Pulmonary Practice in the Management of Patients in the Acute Care Setting: A Case-Based Approach Using Human Simulation
Annual Conference, American Physical Therapy Association, Boston, MA

Beverly Hudson, RN, BSN
GI Cancer
First Annual Academy of Oncology Nurse Navigators, Baltimore, MD

Ann Jampel, PT, MS
Mary Knab, PT, DPT
Capturing Practice Knowledge in Clinical Practice Through Narrative Inquiry: Clinical Narratives as a Tool for Exploring and Fostering Professional Development and Critical Reflection
Combined Sections Meeting, American Physical Therapy Association, San Diego, CA

Elizabeth Johnson, RN, MSN, AOCN, OCN, AOCNS
Julie Cronin, RN, BSN, OCN
Vita Norton, RN, BSN, OCN
 Developing the Role of the Resource Nurse
Magnet Conference, American Nurses Credentialing Center, Phoenix, AZ.

Robert Kacmarek, PhD, RRT, FAARC, FCCP, FCCM
Management of ALI/ARDS
Does High Frequency Ventilation Change Outcomes in the Adult Patient with ARDS?
39th Congress, Society of Critical Care Medicine, Miami, FL

Creating a Vision for Respiratory Care 2015 and Beyond
Evidence-Based Medicine and the Bottom Line: Results of Clinical Trials Can Reduce Costs
Management of ARDS: What Have We Learned from Clinical Trials
New Modes of Ventilation: Should We Be Using Them
10th Annual FOCUS Meeting, Orlando, FL

37th Donald F. Egan Scientific Memorial Lecture: The Mechanical Ventilator Past, Present, and Future
Ventilator Associated Pneumonia: How Are We Doing
Respiratory Care 2015 and Beyond: How Do We Get There
Annual Conference, American Association for Respiratory Care, Las Vegas, NV

Joanne Kaufman, RN, MPA, A-CCC
2010 Annual Conference, American Case Management Association, San Antonio, TX

Nancy Kelly, RN, GNP-BC, DNP
Use of a Transitional Minimum Data Set, (TMDS), to Improve Communication Between Nursing Home and Emergency Department Staff
Annual Meeting, Gerontological Society of America, New Orleans, LA

Janet King, RN, BSN, CGRN
New Horizons for Ambulatory pH Studies: Catheter Less (Bravo) vs. Catheter Probe – The Nursing Perspective
The Smart Pill: Expanding Our Horizons Through New Technology
37th Annual Course, Society of Gastroenterology Nurses and Associates, Orlando, FL

Aimee Klein, PT, DPT, DSc, OCS
Responsiveness of the Lower Extremity Functional Scale (LEFS) in Patients With Lower Extremity Musculoskeletal Dysfunction
Combined Sections Meeting, American Physical Therapy Association, San Diego, CA

Barbara Levin, RN, BSN, ONC, LNCC
Getting Tangled in Charlotte’s Web: Tell My Story
American Society of Health Care Risk Management Conference, Princeton University, Princeton, NJ


Elyse Levin-Russman, LICSW
Attachment and Loss in Pediatric Oncology: Reflections on Clinicians’ Responses
Annual Conference, Association of Pediatric Oncology Social Workers, Anaheim, CA

Catherine Mannix, RN, MSN, OCN
A Feasibility Study of Low-Cost Patient-Administered Skin Care Intervention Among Head and Neck Cancer Patients Receiving Chemo-Radiation
2010 Congress, Oncology Nursing Society, San Diego, CA

Mary McKenna Guacci, RN, MS, CNRN
Beyond TPA: Raising the Bar in Stroke Management
Brain Death: Myths and Methods
42nd Annual Conference, American Association of Neuroscience Nurses, Baltimore, MD

Temperature Management in the Neuroscience Patient: Research to Practice
University Hospital System, Case Medical Center, Cleveland, OH

Kathleen Miller, RN, MA, PhD
Donna Pelletier-Saxe, RN, MSN
John Denninger, MD, PhD
Albert Yeung, MD, ScD
Gregory Fricchione, MD
Herbert Benson, MD
Victoria LePoutre, MA
Dinah Gilburd, LICSW
Cally Woodard, APRN
A Mind Body Intervention for Depression in a Community Health Setting
30th Annual Meeting, American Holistic Nurse Association, Colorado Springs, CO

Matthew Nippins, PT, DPT, CCS
Roundtable Moderator – Incorporating Physical Therapy and Exercise into the CF Clinic
2010 North American Cystic Fibrosis Conference, Baltimore, MD
Rosanne B. Norton, RN, MS, ANP-BC
Advances in Inflammatory Bowel Disease for Allied Health Professionals
The IBD Research Group Forum, Tulsa, OK
Practical Use of Immunosuppressive Drugs and Biologics
2010 Advances in Inflammatory Bowel Disease Conference, in Hollywood, FL

Mary Orencole, APRN, BS, MS
Does the Amount of Bi-Ventricular Pacing Affect Patient Outcomes?
Annual Meeting, Heart Rhythm Society, Denver, CO

Sheetal Patel Kakarala, MSW, LCSW
Women’s Health in CF Care & the Psychosocial Complexities
24th Annual North American Cystic Fibrosis Conference, Baltimore, MD

Donna Perry, RN, PhD
Transformative Peace Building: Israeli and Palestinian Combatants for Peace
Peace through Dignity in the Middle East Conference, United Nations, New York, NY

Christopher Robbins, RN, BSN, CCRN
Advanced Hands-on Endoscopic Ultrasound
Advanced Hands-on Endoscopic Retrograde Cholangiopancreatography
37th Annual Course, Society of Gastroenterology Nurses and Associates, Orlando, FL

Amanda Stefancyk, RN, MSN, MBA, CNML
Becky Pomrenke, RN, CNL
Facing Challenges and Obstacles: Tips and Strategies from Current TCAB Hospital Leaders
Aligning Forces for Quality Meeting, Minneapolis, MN

Amanda Stefancyk, RN, MSN, MBA, CNML
Becky Pomrenke, RN, CNL
Getting Started with TCAB
Transforming Care at the Bedside Learning Session, New Jersey Hospital Association, Princeton, NJ

Elise Townsend, PT, DPT, PhD, PCS
Item Writing Training Session
Federation of State Boards of Physical Therapy, Alexandria, VA

Maureen Veduccio, RN
Anna Carson, RN
Case Management Alliance Program—A Practiced-Based CM Program, Targeting High Risk Commercially Insured Patients
National Conference, Case Management Society of America, Orlando, FL

Karen Waak, PT, DPT, MSPT, CCS
Community Outreach Event
Annual Conference, American Physical Therapy Association, Boston, MA

INTERNATIONAL
Amanda Bulette Coakley, RN, PhD
Joanne Hughes Empoliti, RN, MSN, BC, ONC
Christine Donohue Annese, RN, MSN
Preparing for Automation: A Standardized Model for Documentation and Communication Assessment and Enhancement of a Fall Prevention Program
North American Nursing Diagnosis-International, (NANDA-I), Conference, Madrid, Spain

Diane Carroll, RN, PhD, FAAN
Technological Advances: Setting the Standard for Nursing Practice
10th Annual Spring Meeting on Cardiovascular Nursing, Council of Cardiovascular Nurses and Allied Professionals, European Society of Cardiology, Geneva, Switzerland

Gino Chisari, RN, DNP
Professional Development: A Journey of Knowledge
Nursing Forum, Huashan Hospital, Shanghai, China

Lin-Ti Chang, MSN, RN-BC, ANP-BC, CCRN
Susan Briggs, MD
Advanced Disaster Medical Response for Providers
HK Association for Conflict and Catastrophe Medicine, Alice Ho Miu Ling Nethersole Hospital, Hong Kong

Marianne Ditomassi, RN, DNP, MBA
Magnet Recognition: Is the Experience Transferable to the European Healthcare Environment?
Nursing Human Resources in Europe: Analysis, Health Outcomes and Sustainability
Marques de Valdecilla University Hospital, Santander, Spain

Marianne Ditomassi, RN, DNP, MBA
Colleen Snydeman, RN, MSN
Professional Practice Environment: Strategies for Success
Nursing Forum, Huashan Hospital, Shanghai, China

Theresa Gallivan, RN, MS
Building a Quality Practice Environment
Nursing Forum, Huashan Hospital, Shanghai, China

Dean Hess, PhD, RRT, FAARC, FCCP, FCCM
Anatomy of the Ventilator
New Ventilator Modes
Mechanical Ventilation of the Patient with Neuromuscular Disease
Noninvasive ventilation 2010 Update
The 5 Best Papers in Respiratory Care 2009
University of Cairo, 10th Pulmonary Medicine Update, Cairo, Egypt

Mechanical Ventilation of the Patient With ARDS
Management of Refractory Hypoxemic Respiratory Failure
Basic Ventilator Modes
Ventilator Graphics
American College of Physicians, Toronto, ON

New Ventilator Modes
When to use PEEP
Noninvasive Ventilation for Neuromuscular Disease
Aerosol Delivery During Noninvasive Ventilation
Second National Symposium on Respiratory Therapy, Santiago, Chile
The Role of Noninvasive Ventilation in Long Term Respiratory Care
Respiratory Protocols During a Pandemic: Debate, Recruitment Maneuvers Should Be Routinely Attempted in all ARDS Patients: Con
Asia Ventilation Forum, Kaohsiung, Taiwan
Ventilator-Induced Lung Injury
Chang Gung University, Critical Care Grand Rounds, Tao-Yuan, Taiwan
Noninvasive Ventilation in Acute Respiratory Failure
Patient-Ventilator Interaction During Volume-Control Ventilation
Ventilator-Associated Pneumonia
Noninvasive Ventilation Workshop: Hospital de Rehabilitación Respiratoria María Ferrer, Buenos Aires, Argentina
How to Initiate a Noninvasive Ventilation Program: Bringing Evidence to the Bedside
Acute NPPV Congress, Sapporo, Japan
Marien Jeffries MSN, ACNS BC, FNP
Sioban Haldeman MSN, ACNS BC
Effect of a CNS-Coached Teaching Learning Intervention on the Staff Nurses Documentation of Problem-identification, Nursing Interventions and Patient Outcomes Related to Pain and Anxiety in an Urban Academic Medical Center
North American Nursing Diagnosis-International, (NANDA-I), Conference, Madrid, Spain
Robert Kacmarek, PhD, RRT, FAARC, FCCP, FCCM
Should We Apply Lung Recruitment Maneuvers Early?
What is the Best Ventilator for NIV?
Mouth-to-Nose is Better than Mouth-to-Mouth Ventilation
How to Set PEEP: Pros and Cons
30th Annual International Symposium on Intensive Care and Emergency Medicine, Brussels, Belgium
Patient-Ventilatory Synchrony: Causes and Solutions. How Did We End Up Using Large Tidal Volumes Mechanically and Manually Noninvasive Ventilation
14th International Conference on Mechanical Ventilation, Zaragoza, Spain
Basic Concepts of Mechanical Ventilation
Basic Operations of the Mechanical Ventilator
1st Course on the Practical Aspects of Mechanical Ventilation, Madrid, Spain
Noninvasive Ventilation: Clinical and Technical Application
Noninvasive Ventilation Controversial Indications
16th Annual Symposium on Mechanical Ventilation, Sao Paulo, Brazil
Adaptive Support Ventilation With End-Tidal CO2 Closed Loop Control vs. Conventional Ventilation
Do Respiratory Therapists Improve Outcome
Why, When and How Should Non-Invasive Ventilation be Administered
Pleural Pressure Monitoring
Does Patient-Ventilator Synchrony Impact Patients Prognosis
Adaptive Support Ventilation
23rd Annual European Society of Intensive Care Medicine Annual Meeting, Barcelona, Spain
Introduction to Mechanical Ventilation
Modes of Mechanical Ventilation Part I
Modes of Mechanical Ventilation Part II
Initiation and Initial Settings for Invasive Mechanical Ventilation
Adjunctive Approaches to Managing ARDS
Noninvasive Mechanical Ventilation
7th International Symposium on Respiratory Disease Mechanical Ventilation Workshops, Shanghai, China
VAP Prevention With the Right ET Tubes
Improving Patient-Ventilator Synchrony
Noninvasive Mechanical Ventilation: Which Ventilator Should I Use
Using Clinical Variables to Identify Risk in ARDS Patients
Toronto Critical Care Canadian Forum, Toronto, Canada
Michele Lucas, MSW, LICSW
Stabilizing the Ship: the Role of the Neuro-Oncology Social Worker
15th Annual Meeting, Society of Neuro-Oncology, Montreal, Canada
Donna Perry, RN, PhD
The Role of Health Professionals in Promoting Human Dignity Through Socio-Political Advocacy
Health Professional College, Al Quds University, Abu Dis, Palestine
3-Day Research Method Workshop/Introduction to Transcendental Method: A Qualitative Research Method Grounded in Human Experiences
Health Professional College, Al Quds University, Abu Dis, Palestine
Transformative Peace Building: Israeli and Palestinian Combatants for Peace
Political Science Department, Al Quds University, Abu Dis, Palestine
Resolution Department, Ben Gurion University, Be-er Sheva, Israel
Ellen Robinson, RN, PhD
Martha Jurchak, PhD
Carol Powers
Cardiopulmonary Resuscitation Not Medically Indicated: Conceptual, Community and Policy Development
6th International Conference on Clinical Ethics Consultation, International Society for Clinical Bioethics, Portland, OR
Dawn Tenney, RN, MSN
Pain Management
Nursing Forum, Huashan Hospital, Shanghai, China
PROFESSIONAL ACHIEVEMENTS • poster presentations

STATE AND REGIONAL

Gaurdia Banister, RN, PhD
Joy Williams, RN
Barbara Badio, RN
Sheridan St. Jour, RN
Marion Winfrey, RN
Famous Black Nurses in History You May Never Have Heard of: And the Honor Role of Firsts
Centennial Anniversary, Massachusetts Board of Registration in Nursing Committee, Boston, MA

Marianne Beninato, PT, DPT, PhD
Laura Busick, PT, DPT, MS, NCS
Vyoma Parikh
An Item Analysis of the Stroke Impact Scale-16 (SIS–16) in Relation to Falls in People with Stroke Living in the Community
Massachusetts Chapter Annual Conference, Massachusetts Physical Therapy Association, Danvers, MA

Theresa Capodilupo, RN, MSN
Corey Mullen, RN, MSN
Constructing a Designated Education Unit at Massachusetts General Hospital
Designated Education Unit, Sharing the Good News Conference, Baystate Health Center, Amherst, MA

Diane Carroll, RN, PhD, FAAN
Ann Hurley, RN
John Dykes
Blackford Middleton, MD
Validation of Icons to Communicate Fall Risk and Tailored Interventions to Prevent Patient Falls
22nd Annual Scientific Sessions, Celebrating Diversity in Nursing Science, Providence, RI

Daniel Fisher, MS, RRT
Demet Sulemanji, MD
Shawn Fagan, MD
Robert Kacmarek, PhD, RRT, FAARC, FCCP, FCCM
Use of Proportional Assist Ventilation in Acute Burn Injury Patients
42nd Annual Meeting American Burn Association, Boston, MA

Mary McAdams, RN-BC, MEd
Tom Drake, BA
Sheila Golden-Baker, SM, RN-BC, CRRN
Mary O’Brien, RN, MSN, APRN-BC
Evaluating Subject Matter Experts on How to Convert Traditional Instructor-Led Presentations to Online Learning Events
Northeast Organization of Nurse Educators, Burlington, MA

NATIONAL

Amy Corveleyn, MSW, LICSW
Responding to the Unique Psychosocial Needs of Women with Oral, Head and Neck Cancer
American Psychosocial Oncology Society Conference, New Orleans, LA

Elizabeth Johnson, RN, MSN, AOCNS, OCN
Jean Fahey, RN, MSN, ACNS-BC, CCRN, CNRN
Educational Components of the Clinical Nurse Specialist Role
North East Organization of Nurse Educators, Burlington, MA

Mary O’Brien, RN, MSN, APRN-BC
Evaluating Subject Matter Experts on How to Convert Traditional Instructor-Led Presentations to Online Learning Events
Northeast Organization of Nurse Educators, Burlington, MA

Use of Proportional Assist Ventilation in Acute Burn Injury Patients
42nd Annual Meeting, The American Burn Association, Boston, MA

Yandong Jiang, PhD, MD
Andrew Marchese, BS
Ken Shelton, MD
Robert Kacmarek, PhD, RRT, FAARC, FCCP, FCCM
Validating Effectiveness of Ventilation Generated by Chest Compression Alone in the Model Lung
Annual Meeting, American Heart Association, Chicago, IL

Bessie Manley, RN, MPA/HA
Susan Lee, RN, PhD
Nurse Director Rounds. A Model for Patient and Staff Satisfaction
The Forum on Health Care Leadership, Washington, DC

June Guarente, RN, MS, CGRN
Ellen Fern, RN, BSN
Janet King, RN, BSN, CGRN
Deborah Palmer, RN, MSN, CGRN
Lucia Barnes, RN, BSN
Katie Best Manzo, RN
Debbiane Shahidi, RN, BSN
David Scholl, RN, BSN
Patient Educational Video Leads to Performance Improvement
57th Annual Course, Society of Gastroenterology Nurses and Associates, Orlando, FL

Maureen Hemingway, RN, BSN, MHA, CNOR
Alan Goosnay, RN, CNOR
Transformations in Technology
Association of Operating Room Nurses Congress, Denver, CO

Patient Care Services staff listed in bold.
Andrew Marchese, BS
Demet Sulemanji, PhD, MD
Robert Kacmarek, PhD, RRT, FAARC, FCCP, FCCM
Non-Invasive Ventilation, Synchronization Following Increasing and Decreasing Leaks: Lung Model Study
39th Critical Care Congress, Society of Critical Care Medicine, Miami, FL

Andrew Marchese, BS
Demet Sulemanji, PhD, MD
Joseph Kratohvil, LPN, RRT
Jesus Villar, MD, PhD
Robert Kacmarek, PhD, RRT, FAARC, FCCP, FCCM
Oxygen Consumption and Battery Life of New Transport Ventilators
Transport Ventilator Performance During Pressure Support Ventilation 56th Annual Respiratory Care Congress, Las Vegas, NV

Theresa Michel, PT, DPT, MS, DSc, CCS
Autonomic Dysfunction and Fitness in HIV Infected Adults
Annual Conference, American Physical Therapy Association, Boston, MA

Brook Morgan, RN, BSN, CRNP
Using an Early Warning Scoring System to Activate the Urgent Response System Clinical Nurse Leader Summit, San Diego, CA

Patricia Olsen, APRN-BC, CNSN
Bin Zhang, PhD, RPh, BCNSP
Nancy Scerey, LD, RD, CNSD
Janice Heavey, RN, MS, CNSN
Michelle Picard, RN, BSN, CNSN
Janey Pratt, MD
Evidenced-Based Findings of Essential Trace Metal Deficiency and/or Excess in Parenteral Nutrition Patients
Annual Conference, American Society for Parenteral and Enteral Nutrition, Las Vegas, NV

Donna Scarborough, PT, MS
James Zachazewski, PT, DPT, ATC, SCS
Assessment of Leg Control During a Visual Task: A Feasibility Study Orthopaedic Research Society, New Orleans, LA

Linda Steiner, PT, DPT, MS, OCS
Effect of the Arthritis Foundation Exercise Program on Community Dwelling Adults: Results of a Three-Year Study Annual Conference, American Physical Therapy Association, Boston, MA

Demet Sulemanji, PhD, MD
Purris Williams, BS, BRT
Daniel Fisher, MS, RRT
Yandong Jiang, PhD, MD
Robert Kacmarek, PhD, RRT, FAARC, FCCP, FCCM
Validation of Mixed Venous Blood Oxygen Saturation Obtained with a Novel Mathematical Equation Using Arterial and Various Local Tissue Oxygen Saturations American Society of Anesthesiology Meeting, San Diego, CA

Janice Tully, RN, BSN, CCM, ACM
Tammy Carnevale, RN
Colleen Diamont, RN, MSN, MBA
Laurene Dynan, RN, ACM
Janice Fiteau, RN, BSN
Arme Gallanaro, RN, BSN, CCM
Elise Gettings, RN, MPA, MPH
Jill Jones, RN, BA, CCM
Diane Carroll, RN, PhD, FAAN
Acute Hospital to Skilled Home Care: Identifying the Gaps in Communication for Our Heart Failure Patients 2010 Annual Conference, American Case Management Association, San Antonio, TX

INTERNATIONAL

Mary-Liz Bilodeau, RN, MS, CCRN, ACNP-BC
Daniel Fisher, MS, RRT
Ronald Tompkins, MD, ScD
Shawn Fagan, MD
Implementation of an Aggressive Ventilator Management Protocol in an Adult Burn ICU XV Congress, International Society for Burn Injuries, Istanbul, Turkey

Daniel Fisher, MS, RRT
Edward Bittner, MD, PhD
Daniel Chipman, BS, RRT
Tina Chisholm, RRT
Julie MacPherson-Clements, RRT
Mathias Eikermann, MD
Ulrich Schmidt, MD, PhD
Length of Spontaneous Breathing Trials Predicts Successful Ventilator Liberation of Long-Term Ventilated Patients 55th International Respiratory Congress, Las Vegas, NV

Mary Larkin, RN, MS
Dynamic Evolution of the Study Coordinator Role: the 25-Year Experience in DCCT/EDIC International Association of Clinical Research Nurses Conference, Bethesda, MD

Michele Lucas, MSW, LICSW
Diagnosis to Death: Meeting the Brain Cancer Patient and Caregiver Emotional Needs Along the Continuum of Disease 15th Annual Meeting, Society of Neuro-Oncology, Montreal, Canada

Demet Sulemanji, PhD, MD
Andrew Marchese, BS
Marc Wysocki, PhD, MD
Robert Kacmarek, PhD, RRT, FAARC, FCCP, FCCM
Adaptive Support Ventilation With End-tidal CO2 Closed Loop Control vs. Conventional Ventilation in ARDS The 23th Annual Congress of the European Society of Intensive Care Medicine, Barcelona, Spain
PROFESSIONAL ACHIEVEMENTS • appointments

STATE AND REGIONAL

Gaurdia Banister, RN, PhD
Treasurer, New England Region, National Association of Health Services Executives

Barbara Blakeney, RN, MS
Member, Board of Directors, The Boston Health Care for the Homeless Program
Member, Dean’s Advisory Board, College of Nursing, University of Massachusetts at Amherst
Member, Dean’s Advisory Board, College of Nursing, University of Massachusetts at Boston

Marcy Bergeron RN, MS, ANP
Nurse Representative, Center for Primary Care Innovation Council, Harvard Medical School

Paul Bartush, MM, CAVS
President, Massachusetts Association of Directors of Healthcare Volunteer Services

Virginia Capasso, PhD, ANP-BC
Adjunct Assistant Clinical Professor, Institute of Health Professions

Eileen Comeau, RN, NP
Member, Board of Directors, Campus of Caring

Constance Dahlin, ANP, BC, FAAN
Clinical Associate Professor, Adjunct Faculty, MGH Institute for Health Professions

Sheila Davis, DNP
Director of Global Nursing, Partners In Health

Steven Davis, MBA, Cert. CIS, CHFP
Member, Massachusetts/Rhode Island Chapter, Managed Care Committee, Healthcare Financial Management Association

Angela Ferrari, CNM
Membership Chair, Region 1, Chapter 1, American College of Nurse-Midwives

Mary Findeisen, RN
Director, Graduate Program in Nursing, Endicott College

Daniel Fisher, MS, RRT
President, Massachusetts Society for Respiratory Care

Meghan Fitzgibbons
Area Chair, Massachusetts Association of Directors of Healthcare Volunteer Services

Marion Growney, MSN, ACNP
Vice President, Massachusetts Coalition for Nurse Practitioners

Jeanette Ives Erickson, RN, DNP, FAAN
Instructor, Obstetrics, Gynecology and Reproductive Biology, Harvard Medical School
Clinical Assistant Professor, Adjunct Faculty, MGH Institute for Health Professions
Clinical Professor of Nursing, Massachusetts College of Pharmacy and Health Sciences School of Nursing
Member, Harvard Humanitarian Initiative Executive Committee, Harvard University
Member, Board of Directors, The Institute for Nursing Healthcare Leadership
Member, Board of Directors, The Benson-Henry Institute for Mind Body Medicine
Chairperson, Chief Nurse Council, Partners HealthCare System, Inc.
Visiting Scholar, Boston College School of Nursing

Taryn Pittman, RN, MSN
Boston Regional Representative to the Board, Massachusetts Organization of Nurse Executives

American Pain Society
Member, Scientific Program Committee, American Pain Society

Barbara Blakeney, RN, MS
Member, Board of Directors, Practice Green Health
Secretary, Board of Directors, Health Care Without Harm

Howard Blanchard, RN, MEd, MS, ACNS-BC, CEN
Standard Setting Panelist, American Nurses Credentialing Center

Diane Carroll, RN, PhD, FAAN
Member, Annual Meeting Committee, American Association of Heart Failure Nurses
Editorial Board Member, Heart & Lung

Jane Harker, RN, MS, BSN, CGRN
Treasurer, Board of Directors, Society of Gastroenterology Nurses and Associates

Jeanette Ives Erickson, RN, DNP, FAAN
Member, National Advisory Council on Nurse Education and Practice, (NACNEP), Health and Human Services Administration, Washington, DC

Elizabeith Johnson, RN, MSN, AOCNS, OCN
Chair, Advanced Oncology Nursing Certification Test Development Committee, Oncology Nursing Certification Corporation

Janet King, RN, BSN, CGRN
Member, Nominations and Elections Committee, Society of Gastroenterology Nurses and Associates
CLINICAL RECOGNITION PROGRAM

The Mass General Clinical Recognition Program serves as a formal way to recognize excellence in practice, encourage professional development, and build a diverse community of reflective practitioners within Patient Care Services. Applicants work with their directors and clinical specialists to analyze their practice relative to clinician-patient relationship, clinical knowledge and decision-making, teamwork and collaboration and movement (for Occupational Therapy and Physical Therapy professionals). Criteria within these themes define four levels of clinical practice: Entry, Clinician, Advanced Clinician and Clinical Scholar.

2010 ADVANCEMENTS

Advanced Clinician

Maura Ament, PT
Carol Card, RN
Tina Chisholm, RRT
Amy Corveleyn, LICSW
Natalie Cusato, LICSW
Carol Doherty, RN
Mary D’Onofrio, RN
Alissa Evangelista, PT
Tym Farley, RN
Elizabeth Favulli, RN
Robert Ferdinand, Jr., RN
Kathleen Grinke, RN
Denise Lauria, RN
Jennifer Logan, RN
Sharon Maginnis, RN
Kathryn Mawn, RN
Cheryl McGah, RN
Sharon Nadworny, RN
Patricia Noonan, RN
Claire Paras, RN
Amy Pasini, RN
Linda Reed, RN
Katherine Russo, OTR/L
Marcia Salvucci, RN
Lisa Scheck, LICSW
Janet Skolnick, OTR/L
Leslie Smith, RRT
Erica Tuggey, RN
Theresa Vachon, RN

Clinical Scholar

Angela Abate, RN
Janet Bell, RN
Linda Cohoon, RN
Catherine Griffith, RN
Abigail MacDonald, LICSW
Christine E. McCarthy, RN
Meaghan Rudolph, RN
Kerri Tyman, RN
PROFESSIONAL ACHIEVEMENTS • publications

BOOKS AND CHAPTERS IN BOOKS
Paul Arnstein, RN, PhD, FAAN
Keela Herr, RN, PhD, FAAN
Chapter: Pain in the Older Person
Bonica’s Management of Pain
4th Edition
Lippincott, Williams & Wilkins

Paul Arnstein, RN, PhD, FAAN
Clinical Coach for Effective Pain Management
F A Davis Co

Paul Bartush, MM, CAVS
Barbara Boucher, MBA, CAVS
Victoria Heidelman, CAVS
Sherri Ward, CAVS
Valerie Weber, MHSA
Strategic Planning for Healthcare Volunteer Administrators
1st Edition
American Hospital Association

Rachel Bolton, RN, CPON
Catherine Mannix, RN, MSN, OCN
Chapter: Radiation Therapy
Nursing Care of Children and Adolescents with Cancer and Blood Disorders
4th Edition
Saunders

Ettore Crimi, MD
Dean Hess, PhD, RRT, FAARC, FCCP, FCCM
Chapter: Respiratory Monitoring
Critical Care Handbook of the Massachusetts General Hospital
5th Edition
JB Lippincott

Claudia Crimi, MD
Dean Hess, PhD, RRT, FAARC, FCCP, FCCM
Chapter: Principles of Mechanical Ventilation
Critical Care Handbook of the Massachusetts General Hospital
5th Edition
JB Lippincott

Constance Dahlin, ANP, BC, FAAN
Chapter: Communication in Palliative Care: An Essential Competency for Nurses
Oxford Textbook of Palliative Nursing
3rd Edition
Oxford University Press

Constance Dahlin, ANP, BC, FAAN
Audrey Cohen, MS, CCC-SLP
Tessa Goldsmith, MA, CCC-SLP, BRS-S
Chapter: Dysphagia, Xerostomia, and Dry Mouth
Oxford Textbook of Palliative Nursing
3rd Edition
Oxford University Press

Mary Guanci, RN
Chapter: Cerebrovascular Events of the Cerebrovascular System: Acute Stroke
AANN Core Curriculum
5th Edition
American Association of Neuroscience Nurses

Dean Hess, PhD, RRT, FAARC, FCCP, FCCM
Chapter: Positive Pressure Ventilator Nomenclature and Weaning: Principles and Practice
Hodder Arnold

Michele Lucas, LICSW
Chapter: The Impact of Chemo Brain on the Patient with a High Grade Glioma
Chemo Fog
1st Edition
Springer

David Magee, PhD, BPT
Robert Manske, DPT, MEd, MPT, SCS, ATC, CSCS
James Zachazewski, PT, DPT, ATC, SCS
William Quillen, PT, PhD, SCS, FACSM
Athletic and Sport Issues in Musculoskeletal Rehabilitation
Saunders

Jean O’Toole, PT, MPH, CLT-LANA
Chapter: Lymphedema: A Modern Approach to Management in Breast Cancer
A Multidisciplinary Approach to Diagnosis and Management
Demos Publishing

Demet Sulemanji, PhD, MD
Yandong Jiang, PhD, MD
Robert Kacmarek, PhD, RRT, FAARC, FCCP, FCCM
Chapter: Manual and Mechanical Ventilators
The MGH Textbook of Anesthetic Equipment
1st Edition
Elsevier Publishers

ARTICLES
Paul Arnstein, RN, PhD, FAAN
What’s the Best Way to Cool my Patient’s Burn Pain?
Nursing 2010

Is My Patient Drug-Seeking or in Need of Pain Relief?
Nursing 2010

Balancing Analgesic Efficacy with Safety Concerns in the Older Patient
Pain Management Nursing

Integration of Nonpharmacologic and Multidisciplinary Therapies in the Opioid Treatment Plan
Journal of Family Practice Online

Opioids for Chronic Pain: Striking a Balance
The Clinical Advisor

Paul Arnstein, RN, PhD, FAAN
Kathleen Broglio, ANP-BC, ACHPN, CPE
Elisa Wuhrman, MS, FNP, ACNP-BC
Placebos: No Place in Pain Management
Nursing 2011

Paul Arnstein, RN, PhD, FAAN
Frank Fortier, MFAS, MHA, PA-C, CPHQ
CPHIMS
Kenneth Jackson, II, PharmD, CPE
Clinician’s Guide to Management of Opioid Therapy
Nurse Practitioner Prescribing Reference

Paul Arnstein, RN, PhD, FAAN
Barbara St. Marie, ANP, GNP, RN-BC
White Paper: Managing Chronic Pain with Opioids: A Call for Change
Nurse Practitioner Healthcare Foundation

Excerpt: White Paper: Managing Chronic Pain with Opioids: A Call for Change
The American Journal for Nurse Practitioners

Thomas Barnes, EdD, RRT
David Gale, PhD
Robert Kacmarek, PhD, RRT, FAARC, FCCP, FCCM
Woody Kageler, MD, MBA
Competencies Needed by Graduate Respiratory Therapists in 2015 and Beyond
Respiratory Care

Patient Care Services staff listed in bold.
PROFESSIONAL ACHIEVEMENTS • publications

FCCP, FCCM
Jesus Villar, PhD, MD
Clinical Repercussions of High-frequency Percussive Ventilation: a Burning Issue
Critical Care Medicine
Joanne Kaufman, RN, MPA
Mary Neagle, MSW
Eric Weil, MD
Care Management Demonstration Project for High-Risk Populations: Transition, Communication and Continuity
Collaborative Case Management Journal for ACMA
Karen Kayser, PhD, MSW
Barry Feldman, PhD
Nancy Borstelmann, LICSW
Eric Weil, MDCare Management Demonstration Project for High-Risk Populations: Transition, Communication and Continuity
Collaborative Case Management Journal for ACMA
Karen Kayser, PhD, MSW
Barry Feldman, PhD
Nancy Borstelmann, LICSW
Ann Daniels, PhD, LICSW
Effects of a Randomized Couple-Based Intervention on Quality of Life of Breast Cancer Patients and Their Partners
Social Work Research
Jane Kirschling, RN, DNS, FAAN
Jeanette Ives Erickson, RN, DNP, FAAN
The STTI Practice-Academe Innovative Collaboration Award: Honoring Innovation, Partnership, and Excellence
Journal of Nursing Scholarship
Renee Pitts, DO
Daniel Fisher, MS, RRT
Demet Sulemanji, MD
Joseph Kratohvil, LPN, RRT
Yandong Jiang, PhD, MD
Robert Kacmarek, PhD, RRT, FAARC, FCCP, FCCM
Variables Affecting Leakage Past Endotracheal Tube Cuffs: a Bench Study
Intensive Care Medicine
Mary Larkin, RN, MS
Jye-Yu Backlun, MS
Patricia Cleary, MS
Margaret Bayless, RN, BSN
Barbara Schaefer, RN, MS
J. Canady, RN, BS
David Nathan, MD
Disparity in Management of Diabetes and Coronary Heart Disease Risk Factors by Sex in DCC/T/EDIC
Diabetic Medicine
Cynthia LaSala, RN, MS
Dana Bjarnason, RN, PhD, NE-BC
Creating Workplace Environments that Support Moral Courage
The Online Journal of Issues in Nursing
Laura Little Foley, PT, DPT
Yoga and Chronic Low Back Pain
Orthopedic Physical Therapy Practice
Michele Lucas, LICSW
Psychosocial Implications for the Patient with a High-Grade Glioma
Journal of Neuroscience Nursing
Janet Madden, RN, MS, CCNS
Deborah Bobola, BSN
A Data Driven Approach to Retinopathy of Prematurity Prevention Leads to Dramatic Change
Advances in Neonatal Care
Lea Ann Matura, RN, PhD
Diane Carroll, RN, PhD, FAAN
Human Responses to Pulmonary Arterial Hypertension
Journal of Cardiovascular Nursing
Katie Morganti, RN, MS, ACNP
Jagmeet Singh, MD, PhD
Pharmacologic Advancements in Atrial Fibrillation
EP Lab Digest
William Mullally, MD
Kathryn Hall, MS, ANP-BC
Hypnic Headache Secondary to Haemangiogliastoma of the Cerebellum
Cephalgia 2010
Sue Myers, RN, PhD
Patricia Reidy, RN, DNP
Brian French, RN, MS, BC
Jeanne McHale, RN, MSN
Margery Chisholm, RN, EdD
Martha Griffin, RN, PhD
Safety Concerns of Hospital-Based New to Practice Registered Nurses and Their Preceptors
Journal of Continuing Education in Nursing
Beth-Ann Norton, RN, MS, ANP-BC
Healthy Lifestyle and Nutrition
Crohn's Advocate Magazine
Beth-Ann Norton, RN, MS, ANP-BC
Suanda Kane, MD
Ask the Experts: Updates in Ulcerative Colitis – Practical Strategies for Improving Treatment Adherence
Practicing Clinicians Exchange
Lynn Oertel, RN, MS, ANP, CACP
Edward Libby, MD
Is Patient Self-Testing a Good Thing?
Journal of Thrombosis and Thrombolysis
Renne Pitts, MD
Daniel Fisher, MS, RRT
Demet Sulemanji, MD
Joseph Kratohvil, LPN, RRT
Yandong Jiang, PhD, MD
Robert Kacmarek, PhD, RRT, FAARC, FCCP, FCCM
Variables Affecting Leakage Past Endotracheal Tube Cuffs: a Bench Study
Intensive Care Medicine
Marion Phipps, RN, MS, CRRN, FAAN
Diane Carroll, RN, PhD, FAAN
Anastasia Tsiatoulas, RN, CNRN
Music as a Therapeutic Intervention on an Inpatient Neurosciences Unit
Complimentary Therapies in Clinical Practice
Laurel Radwin, RN, PhD
Lillian Ananian, RN, MS
Howard Cabral, MPH, PhD
Adele Keeley, RN, MA
Paul Currier, MD, MPH
Effects of a Patient/Family-Centered Practice Change on the Quality and Cost of Intensive Care: Research Protocol
Journal of Advanced Nursing
Suhail Raoof, MD
Keith Goulet, MD
Adebayo Esan, MD
Dean Hess, PhD, RRT, FAARC, FCCP, FCCM
Curtis Sessler, MD
Severe Hypoxemic Respiratory Failure: Part 2 - Nonventilatory Strategies
Chest
Betty Rolling Ferrell, RN, PhD
Rose Virani, RN
Judith Paice, RN, PhD
Pam Mallay, MSN
Constance Dahlin, ANP, BC, FAAN
Statewide Efforts to Improve Palliative Care in Critical Care Settings
Critical Care Nurse
Ulrich Schmidt, MD
Dean Hess, PhD, RRT, FAARC, FCCP, FCCM
Does Spontaneous Breathing Produce Harm in Patients with the Acute Respiratory Distress Syndrome?
Respiratory Care

Patient Care Services staff listed in bold.
Mass General is fortunate to have more than 1,400 volunteers each year who provide countless and valuable services to patients and staff throughout the hospital. They can be found in a variety of settings, from greeting patients when they first arrive to escorting them to transportation after discharge. Although the volunteers come from all age groups, backgrounds and experiences, they share a commitment to making a difference at Mass General. In 2009, many volunteers reached significant milestones for the total number of hours they have served the hospital community.

100 +
Bella Abengoza
Rachel Ackerman
Rieko Arimoto
Elizabeth Barreras
Jenny Beekley
Billie Berents
Ilda Biba
Natalie Bombaci
Brynn Bowman
Victoria Brock
Susan Bukuras
Eleanor Byrne
Juliana Castedo
David Castigliano
Jane Castigliano
Eunice Chan
Chongsheng Chen
Meghan Clinard
Robert Colson
Denise Coughlan
Shannon Coy
Charles Creeden
Stephen Currier
Desiree Cyr
Andrea D’agostino
Jenna Davis
Gerry Delgado
Julie Donaghey
Jay Donnelly Jr.
Dhariana Duran
Ann Egan
Rob Eichel
Justin Eusebio
Jennifer Ferreira
Joseph Fiore
Evelyn Friol
Magali Garced
Henrietta Gates
Shelley Gervais
Carmen Giubilo
Patricia Granger
Lynne Graziano Morin
Ruta Grebliunaite
Karen Grethen
Eleanor Halas
Haesun Han
Eric Heilmicher
William Herbert
Crystal Hoffman
Peggy Hoffman
Andrew Houser
Yuting Huang
Janet Hutchison
Kristy Im
Julio Inocencio
Katharine Jane
Hester Jean
Susan Johnson
Simon Kamoni
Paul Katz
Linda Kelly
Susan Kennedy
Erin Kim
Grace Kim
Kwang Koo
Daniel Kornberg
Ed Kwon
Mary Kathleen
Lang-McCardell
Jim Leo
Diandra Lucia
Martha Maguire
Corinne Manning
Marie Maroccio
Donna Marie Mason
Kori Matsuura
Krysta McCabe
Mary McKenna
Erin McLaughlin
Jessica McMullen
Erica Menez
Dominic Mesadieu
Virginia Meskel
Matthew Mincieli
Selma Mirsky
James Modano
Mohamed Mohamud
Janet Moriarty
Jean Nezivar
Sheila Njau
John O’Brien
Chyngyz Oskonbaev
Pier Lorenzo Pertile
Sidaly Phou
Tania Plaisimond
Samantha Powell
Destie Provenzano
Carolyne Riehle
Michael Rogers
Toni Rogers
Aaron Rosado
Leanne Rotman
Paul Ryan
Maria Luisa Sandoval
Catherine Schiavo-White
Yun Song
Isabel Stephens
Debra Sugarman
Diana Thyssen
Nora Tiffany
Stephanie Tucker
Jane Turner Michael
Justin Vaida
Janaki Vakharia
Eri Verter
Judith Voci
Joseph Walsh
James Wilcox
Sherry Yu
Julian Zapata
Amelia Zeoli
Viveca Zimmermann

1,000 +
Andrea Alberg
Genci Bala
Anne Barron
Susana Blankenship
Hsii Lin Chen
Paula Cohen
Mary Ann Foley
Dawn Graichen
Irene Jackmauh
Kristine Johnson
Jean Kofol
Lilly Manolis
Suzanna Matheny
Judy Mattson
Kevin McElroy
Julie McLaughlin
Jane Moyer
Miriam O’Neil
Kenneth Portney
Michael Powers
Claudia Rosu
Joan Sylvester
Claudia Tupanjanin
Diana Walsh
Peter Webster
Lawrence Whalen

2,000 +
Kevin Currie
Robert Dunn
Sandra Gordon
Elaine Grollman
Christine Hamersley

3,000 +
Beth Baldini
Gaylen Bent
Bradley Herscot
Elaine Kwiecien
Ann McNamara
Peggy Scott
Ronald Surabian
William Webster

4,000 +
Patty Austen
Judy Battit
Joan Epstein
Robert Nelson

5,000 +
Yvonne Dello Russo
Kenneth Quinlan

6,000 +
Karen MacDuffie
William Terranova

7,000 +
Margaret Wilkie

10,000 +
Paula O’Keefe
## Nursing Directors

<table>
<thead>
<tr>
<th>Name</th>
<th>Title/Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suzanne Algeri, RN, BSN, MS</td>
<td>Neuroscience</td>
</tr>
<tr>
<td>Marcy Bergeron, RN, MS, ANP</td>
<td>Bulfinch Medical Group</td>
</tr>
<tr>
<td>Cristina Bethune, RN, BSN, MHA</td>
<td>Cardiac Arrhythmia Service/Electrophysiology Lab</td>
</tr>
<tr>
<td>Sharon Bouvier, RN, MS</td>
<td>Vascular Surgery</td>
</tr>
<tr>
<td>Nancy Bryant, RN, MSN, ANP-BC</td>
<td>Medical Walk-in Unit</td>
</tr>
<tr>
<td>Susan Caffrey, RN, MSN</td>
<td>Labor and Delivery</td>
</tr>
<tr>
<td>Theresa Capodilupo, RN, MSN</td>
<td>Surgery/Trauma</td>
</tr>
<tr>
<td>Barbara Cashavelly, RN, MSN</td>
<td>General Oncology</td>
</tr>
<tr>
<td>Barbara Crawley, RN, MSN</td>
<td>Mass General North Ambulatory Surgery</td>
</tr>
<tr>
<td>Tony DiGiovine, RN, BSN, BA</td>
<td>Burn, Transplant, Plastic and Reconstructive Surgery</td>
</tr>
<tr>
<td>Vivian Donahue, RN, MS, ACNS-BC, CCRN</td>
<td>Cardiac Surgery ICU</td>
</tr>
<tr>
<td>Linda Duggan-Johnson, RN, MS</td>
<td>Massachusetts General Medical Group</td>
</tr>
<tr>
<td>Beth Ellbeg, RN, MS</td>
<td>Pre-Admission Testing Area and Pre Op</td>
</tr>
<tr>
<td>Ellen Fitzgerald, RN, MS</td>
<td>Oncology/Bone Marrow Transplant</td>
</tr>
<tr>
<td>Marion Freehan, RN, MPA/HA, CNOR</td>
<td>GI Endoscopy</td>
</tr>
<tr>
<td>Alice Gervasini, RN, PhD</td>
<td>Trauma &amp; Emergency Surgery</td>
</tr>
<tr>
<td>Colleen Gonzalez, MSN, ACNS-BC</td>
<td>General Medicine</td>
</tr>
<tr>
<td>Kathryn Hall, RNCS, NP-BC, MS</td>
<td>General Clinical Research Center Interim, General Medicine</td>
</tr>
<tr>
<td>Marie Henderson, CNM, MSN</td>
<td>Nurse Midwifery</td>
</tr>
<tr>
<td>Maryfran Hughes, RN, MSN</td>
<td>Emergency Services</td>
</tr>
<tr>
<td>Stacy Hutton Johnson, RN, MS, MBA</td>
<td>General Medicine</td>
</tr>
<tr>
<td>Adele Keeley, RN, MA</td>
<td>Gynecology</td>
</tr>
<tr>
<td>Linda Kelly, RN, MS, ANP-BC</td>
<td>Outpatient Gynecology</td>
</tr>
<tr>
<td>Ann Kennedy, RN, BSN, MS</td>
<td>Neuroscience</td>
</tr>
<tr>
<td>Joanne Lafrancesca, RN, MN, AOCN</td>
<td>Oncology Infusion</td>
</tr>
<tr>
<td>Annette Levitt, RN, MS</td>
<td>Surgical Clinic</td>
</tr>
<tr>
<td>Sara Macchiano, RN, MS, MBA</td>
<td>General Medicine</td>
</tr>
<tr>
<td>Bessie Manley, RN, MPA/HA</td>
<td>Surgical</td>
</tr>
<tr>
<td>Catherine Mannix, RN MSN, OCN</td>
<td>Radiation Oncology</td>
</tr>
<tr>
<td>JoAnne Martino, RN</td>
<td>Radiology</td>
</tr>
<tr>
<td>Mary Elizabeth McAuley, RN, MS</td>
<td>Thoracic Surgery; ICU of the Future</td>
</tr>
<tr>
<td>Sharon McKenna, RN</td>
<td>Catheterization Laboratory</td>
</tr>
<tr>
<td>Brenda Miller, RN, MSN</td>
<td>Pediatric Intensive Care Interim: Pediatrics</td>
</tr>
<tr>
<td>Susan Morash, RN, BSN, MA</td>
<td>General Medicine</td>
</tr>
<tr>
<td>Lisa Morrissey, RN, MBA, CNOR</td>
<td>Operating Rooms</td>
</tr>
</tbody>
</table>
Walter Moulaison Jr., RN, MSN, MBA
Anticoagulation Management Services

Janet Mulligan, RN, MS
IV Therapy

Patricia Murphy, RN
Internal Medicine Associates

Kathleen Myers, MSN, APRN, BC, ONC, CNE-BC
Orthopaedic/Urology/Oral-Maxillofacial

Hiyam Nadel, RN, BSN
Outpatient Obstetrics

Peg Nelson, RN, BSN, ACRN
Infectious Disease

Claire O’Brien, RN, BSN, MBA, CNOR
MGH Orthopaedic Ambulatory Surgery Center

Lori Pugsley, RN, BSN, MEd
Family & Newborn

Janet Dauphinee Quigley, RN, MSN
Post Anesthesia Care

Maureen Schnider, RN, MS, CPHQ
Central Resource Team, Clinical Supervisors

Peggy Doyle Settle, RN,C, PhD
Newborn Intensive Care

Kelly Santomas, RN, BSN, MSN
Cardiac Surgery Step-Down

Jennifer Sargent, MS-NE-BC
General Medicine

Judith Silva, RN, MSN
Cardiac Interventional Unit
Cardiac Access Program

Colleen Snydeman, RN, MSN
Cardiac Intensive Care

Amanda Stefancyk, RN, MSN, MBA, CNML
General Medicine

Christina Stone, RN
Psychiatry

Mary Sylvia-Reardon, RN, MS, DNP
Renal

Tara Tehan, RN, MSN, MBA
Neuroscience Intensive Care

Aileen Tubridy, RN, AAS, BSN, MSN
Cardiac Step-Down
Interim, Medical Intensive Care

Susan Tully, RN, BSN
Surgical Intensive Care

Maria Winne, RN, MS, NE-BC
General Medicine and Respiratory Acute Care
Executive Team

Jeanette Ives Erickson, RN, DNP, FAAN  
Senior Vice President for Patient Care  
and Chief Nurse Executive

Gaurdia Banister, RN, PhD  
Executive Director, The Institute for Patient Care

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“Guided by the needs of our patients and their families, we aim to deliver the very best healthcare in a safe, compassionate environment; to advance that care through innovative research and education; and to improve the health and well-being of the diverse communities we serve.”